



County of Los Angeles Community & Senior Services Workforce Investment Act (WIA)

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WIA OPERATIONS ADULT AND DISLOCATED WORKER QUARTERLY CONTRACTORS' MEETING

April 13, 2011



Agenda



- **Welcome and Introductions**



- **WorkSource System Updates**



- **Local Plan Modifications**



- **WIA Operations Updates**




- **Questions and Answers**



WorkSource System Updates



- 
- Three stacked chevrons pointing to the right, colored orange, green, and yellow from top to bottom.
- Accomplishments
 - Briefing on the Executive Directors' Retreat
 - Department of Labor/Office of Inspector General Review



Accomplishments: WIASTATS



Collaboration with:

**Los Angeles County
Child Support Services
Department (CSSD)**

Start Date:

3/1/2011

Participating WSCs:

- ResCare-East LA
- Antelope Valley
- Central San Gabriel Valley
- LAUL Avalon

COUNTY OF LOS ANGELES
Child Support Services Department



Non-Custodial Parent (NCP) Pilot Program

Goals of the Pilot:

Outreach to target population:
203 NCP's that are currently enrolled in WIA program(s)

Provide LA County Child Support Services and resources at every WorkSource Center and Youth Sites

Co-Locations:

- 1st Tuesday of every month: Antelope Valley
- 2nd Tuesday of every month: ResCare East LA
- 3rd Tuesday of every month: Central San Gabriel Valley
- 4th Tuesday of every month: LAUL Avalon

Next Steps:

- Continue with the 4 Co-locations.



Collaboration with:

**Los Angeles County
Department of Military
and Veterans Affairs**

Start Date:

4/1/2011

Lead Agency Awarded:

- Goodwill Industries



Veterans Services Pilot Program

- Goals of the Pilot:

To establish a satellite WorkSource Center on site with the Los Angeles County Department of Military and Veterans Affairs

For the veteran population to receive priority of services

- Status:

- Temporary location: 2615 S. Grand Avenue, Suite 100, Los Angeles.
- Target Date: July 1, 2012.

Collaboration with:

**Sheriff's stations
(Compton,
Lancaster/Palmdale
and Santa Fe Springs)**

Start Date:

2/22/2011

Participating WSCs:

- Antelope Valley,
- Compton
- Southeast Area Social Services Funding Authority (SASSFA)



Ex-Offender Referral Pilot Program

- Goals of the Pilot:

To streamline the 3 participating Sheriff's Station Ex-Offender Referrals and tracking process

Of Ex-Offenders accessing WIA services within the Los Angeles County WorkSource Center (WSC) system.

- Next Steps:

- To continue with Ex-offender referrals from Sheriff's Stations.
- Tracking Log Reports due Monthly on the 5th of the month.

Collaboration with:

**LA Department of
Public Services (DPSS)**

Start Date:

4/1/ 2011 to 6/30/ 2011

Participating WSCs:

- JVS-West Los Angeles
- LA Works
- Rescare-East LA
- Rescare Florence-Firestone Employ. & Bus. Center



GROW Referral Tracking Project

- Goals of the Pilot:

The goal of this collaboration is to streamline the referral process and tracking

Of GROW participants accessing WIA services within the LA County WorkSource Center (WSC) system.

- Background:

- As a result of Number 15 of the General Relief Restructuring Project approved on February 9, 2010 by the Los Angeles County Board of Supervisors.

- Next Steps:

- To continue with GROW participants referrals from DPSS to WorkSource Centers.
- Tracking Log Reports due Monthly on the 5th of the month.

CA New Start Program

Collaboration with:

California Department of Corrections and Rehabilitation

Date:

FY 2010-2011

Participating WSCs:

- Career Partners,
- LA Works
- Southeast Area Social Services Funding Authority (SASSFA)



• Goals of the Pilot:

To enhance the employability of parolees and their access to employment opportunities in their home communities by utilizing the resources and service delivery mechanisms of the

- CA Department of Corrections and Rehabilitation (CDCR),
- Labor and Workforce Development Agency (LWDA),
- California WIB (CWIB),
- Employment Development Department (EDD), and
- Local Workforce Investment Boards (LWIB).

• New Funding:

- Modification to the WIA Subgrant Agreement, which adds \$352,137 in additional funds for the CA New Start program until 12/30/2011

Collaboration with:

Metrix Learning, Inc.

Start Date:

1/19/2011

Participating WSCs:

- JVS-Marina del Rey
- LA Urban League Pomona
- LA Works
- Southeast Area Social Services Funding Authority (SASSFA)



Metrix Learning System (MLS) Pilot Program

Goals of the Pilot:

To provide clients with Public Workforce eTraining and Skill Enhancement services,

Provide access to over 120 certification and skill tracks, 5,000 courses, integrated job listings, and career planning tools in multi-language versions.

Accomplishments/Results:

One-Stop	Registered Users	Users who logged in	Users Accessing Courses	Users Completing a Course	Total Courses Accessed	Total Completions	Total Training Hours
JVS Marina del Rey	31	23	16	13	139	88	285
Urban League	28	24	23	20	225	136	376
SASSFA	21	20	15	9	82	54	140
LA Works	40	38	35	23	262	184	559
TOTAL	120	105	89	65	708	462	1360

Briefing on the Executive Directors' Retreat



Meeting was held on:

- March 10, 2011 at Hub Cities Consortium WorkSource Center

Topics of discussion:

- WIB Vision,
- WIB Annual Reports, and
- Challenges and Opportunities for LA County WIA System.

Next Meeting:

- June 2, 2011 at LA Urban League Avalon WorkSource Center

U.S. Office of Inspector General (OIG)/Department of Labor (DOL) Visit Updates

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OIG Review during the week of March 21-25, 2011,

Reviewed Adult and Dislocated Worker Programs.

OIG selected California as one of the six (6) states to review

- Florida, Utah, New Jersey, North Carolina, and Louisiana

Los Angeles County was selected as one of four (4) areas to review

- City of Los Angeles, Foothill, San Bernardino County and City of Santa Ana

OIG reviewed thirty-four (34) case files:

- From twelve (12) Los Angeles County WIA Adult and Dislocated Worker Service providers.

Of the 34 case files reviewed,

- 88.3% completed their training.
- Ten (10) of eighteen (18) case files entered training-related employment

Local Plan Modification



WIA Operations Updates



- ARRA Updates
- Resource Sharing Agreement (RSA) Quarterly Updates
- Survey's
- Technical Assistance
- New Directives/Bulletins



ARRA Updates:

Co-Enrollment/Transfer of Funds

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Co-Enrollment /Transfer of Funds Results		How many current clients that are served in both ARRA and WIA Adult, Dislocated Worker, included are the Grant Code 108-DW/ARRA, that can be co-enrolled by activity to leverage funding across the various funding streams?		
Agency Name:	#201-WIA Adult	#501-WIA Dislocated Worker	#105-ARRA Dislocated Worker	TOTAL
Antelope Valley WSC			34	34
Central San Gabriel Valley WSC	86	50	30	166
Compton WorkSource Center			10	10
CSAC East Los Angeles Employment and Business WorkSource Center			2	2
Hub Cities Consortium WorkSource Center			30	30
JVS-West LA WorkSource Center			20	20
LA Urban League Avalon WorkSource Center			35	35
LA Urban League City of Pomona WorkSource Center		6	10	16
LA Works WSC			30	30
MCS West San Gabriel Valley WorkSource Center	4	1	1	6
Rescare Florence Firestone Employ & Bus. Center			5	5
Rescare-East East LA Employ & Bus. WorkSource			30	30
SASSFA			30	30
TOTALS	90	57	267	414

**Effective: March 31, 2011*

**End Date: June 30, 2011*

One-Stop Operator (OSO) Resource Sharing Agreement (RSA) Quarterly Updates

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3rd Quarter
Due: April
12th

- Use Revised Forms for 3rd Quarter Updates

Updates on
Mandated
Partner
MOU's

- If changes, provide the updated MOU's

Updates on
Facility, Staff
and other
changes

- If changes, provide an OSO RSA Changes/Update Form with updates

Next Due
Date:

- **4th Quarter Updates**
- **Tuesday July 12, 2011 at 12:00 p.m.**


Partner/Agency	Local Partner	No Changes, ()	Changes Made (), Complete Attachment
WIA -Title I			, Complete
Adults			, Complete
Dislocated Workers			, Complete
Youth			, Complete
Job Corps			, Complete
Native American			, Complete
Migrant and seasonal Farmworker			, Complete
Veterans' Workforce (EDD)			, Complete
Wagner -Peyser Act (EDD)			, Complete
Adult Education & Literacy -Title II			, Complete
Rehabilitation Act -Title I (DOR)			, Complete
Older Americans Act -Title V			, Complete
Social Security Act (DPSS)			, Complete
Carl D Perkins Vocational and Applied Technology Education Act			, Complete
Trade Act -Title II (TAA/NAFTA) (EDD)			, Complete
Community Services Block Grant Act			, Complete
Dept. of Housing and Urban Dev.			, Complete
Unemployment Compensation (EDD)			, Complete
Agency Changes	Notes		
Agency Information			, Complete
Staff			, Complete
Space			, Complete
Supplies			, Complete

Surveys

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New Tool for Surveys: www.surveymonkey.com

SurveyMonkey is a website that allow users to create and publish online surveys, and to view results graphically in real time.



Purpose of Surveys:

To aggregate responses from all WorkSource Centers with specific questions in regards to WIA. Request of information are from WIB and/or WIA Divisions.



New Email Address for Surveys: WIAadw@css.lacounty.gov

This email will be used to facilitate surveys and to collect any new information from WorkSource Centers

WIB Surveys

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WSC & Colleges

- Purpose: To assess LA County WorkSource current collaborative efforts with the colleges.
- ***Due: Thursday, April 7, 2011 by 12:00 p.m.***

List of Priority of Policies

- Purpose: To establish a list of Policy Priorities specific to the Adult and Dislocated Worker contracts for the (WIB).
- ***Due: Friday, April 8, 2011 by Noon***

Certification/ Recertification

- Purpose: To determine an appropriate certification system improvement. Feedback from service providers were in regards to its experiences, opinions and desires pertaining to the LA County WSC Certification/Recertification System.
- ***Due: Pending to send out***

Veteran's Survey

- Purpose: To explore the possibility of establishing set-aside funds for Veterans for WIA Formula Funding for PY 2011-12. The goal of the survey is to assess the needs of establishing set-asides for Veteran customers.
- ***Due: Pending to send out***

WIA Operations Division Surveys

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Availability of Rooms and Space for Meetings and Presentations

- Purpose: To establish a list of availability of rooms at each worksource center that can host meetings and/or trainings.
- ***Due: Wednesday, March 16, 2011 at noon***

Transfer of Funds

- Purpose: To determine the most appropriate course of action to take to ensure the expenditures of all ARRA Funds.
- ***Due: Wednesday, March 23, 2011 at noon***

Metrix Learning Pilot Project

- Purpose: To obtain feedback on Metrix Learning, Inc. services.
- ***Due: Monday, April 11, close of business***
- ****Survey only for the participating agencies***

Technical Assistance Updates

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Improvements

- Eligibility for Dislocated Worker
 - 6 Categories
- Selective Service Registration
- Enrollment subsequent to participant registration

Areas of Concern

- Case Notes
 - Objectivity, Accuracy and Documentation
- Individual Employment Plan (IEP) Execution
- Duration of Customers in the WIA Programs
- Supportive Services
- Grievance & Complaint Procedures
- Individual Training Accounts (ITA)

Technical Assistance Updates (Continue)

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3 most common findings:

1

Grievance and Complaints Procedures/Non-Discrimination

- Ensure information is understood by participants
- Contain all required information
- Adequate information posted in a public location

2

ITA Accounts Over Limits

- ITAs limits of \$7,500
- Waiver requirements prior to ITA over its limit

3

Supportive Services

- Payments noted must be necessary and reasonable
- A CAP, including a timeline, for WIA/ARRA subrecipients
- Used solely for authorized purposes

Technical Assistance Updates (Continue)

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1. Grievance and Complaints Procedures/Non-Discrimination

- CSS will be visiting each WorkSource Center to ensure all postings/forms are properly posted at the WSCs and located in participants' files.
- There are three (3) New Forms:

The image shows a sample of the 'WIA CONTRACTOR LETTERHEAD' form. It includes a header section with the title 'WIA CONTRACTOR LETTERHEAD' and a sub-header 'WIA COMPLAINT AND RESOLUTION POLICY AND PROCEDURES'. The body of the form contains detailed information about the contractor's responsibilities, including a section titled 'EQUAL OPPORTUNITY POLICY' and another titled 'WIA COMPLAINT AND RESOLUTION POLICY AND PROCEDURES'. The footer includes the WorkSource logo and the text 'Page 1 of 2'.

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WIA Complaint and Resolution Policies and Procedures Participant Acceptance Form

- Type: File Form
- Size: 8.5 x 11
- Pages: Total 2

Technical Assistance Updates (Continue)

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WIA Equal Opportunity is the Law Posting

- Type: POSTING
- Size: 11 x 17
- Pages: Total 1

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WIA Grievance and Complaint Procedures Posting

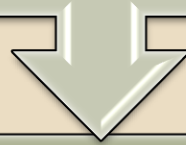
- Type: POSTING
- Size: 8.4 x 14
- Pages: Total 1

Technical Assistance Updates (Continue)

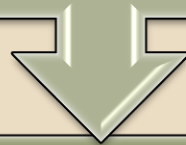
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2. Individual Training Accounts (ITA)

Ensure all participants ITA's are under the Cap Tuition of \$7,500



Obtain a Waiver by CSS prior to establishing an ITA.



For more information on ITAs, please refer to LA County WIA Directive:

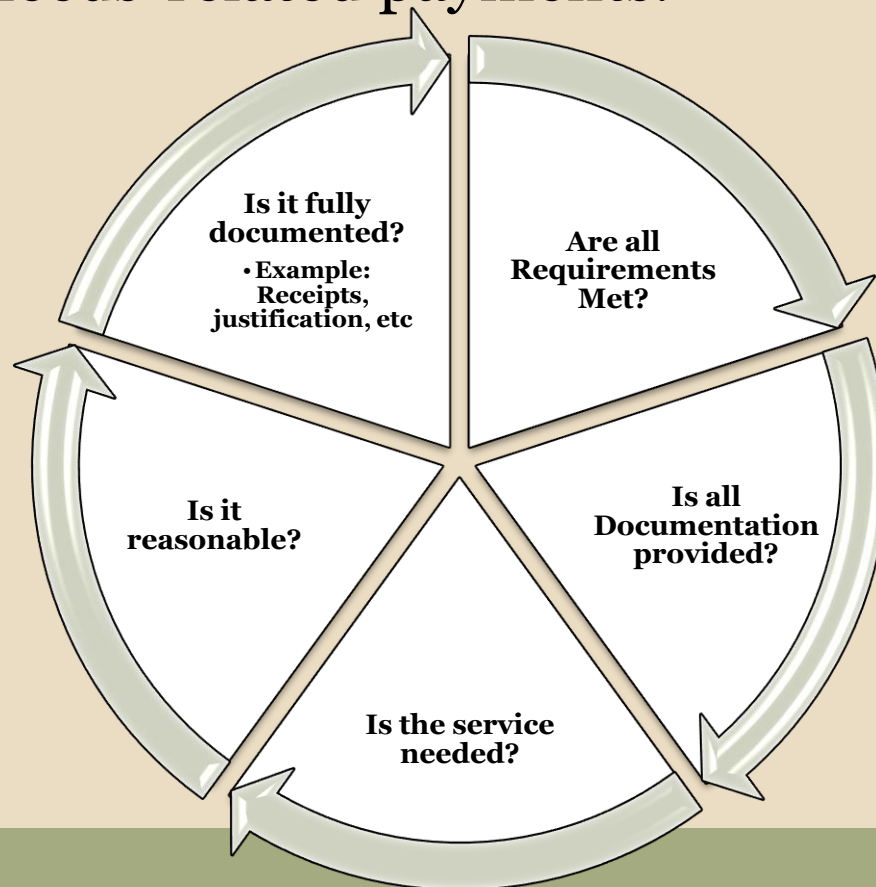
LACOD-WIADo8-9; Individual Training Accounts (3/17/o8)

Technical Assistance Updates (Continue)

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3. Supportive Services:

Services such as transportation, child care, dependent care, housing and needs-related payments.



New Directives/Bulletin Updates:

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WIAB10-06: Co-Enrollment of WIA Participants

- Dated: 4/4/2011
- Purpose: To provide instructions on the co-enrollment process for enrolling Los Angeles County WIA participants into more than one funding stream.

Upcoming Directives

- Veteran's Priority of Services

Questions and Answers

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